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(CTI) --.

EXAMINER'S AMENDMENT

- 1. An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be submitted no later than the payment of the issue fee.
- 2. Authorization for this examiner's amendment was given in a telephone interview with Donald R. Boys on May 12, 2006.
- 3. The application has been amended as follows:

In claim 16, line 2, "CTI" has been replaced by -- computer-telephony integration (CTI) --.

In claim 16, line 4, "SIP" has been replaced by -- session initiation protocol (SIP) --.

In claim 19, line 2, "LAN" has been replaced by -- local area network (LAN) --.

In claim 22, line 2, "CTI" has been replaced by -- computer-telephony integration

in claim 22, line 2, C11 has been replaced by 45 computer-telephony integration

In claim 22, line 4, "an SIP-protocol" has been replaced by -- a session initiation protocol (SIP) --.

In claim 25, line 1, "method of claim 25" has been replaced by -- method of claim 24 --.

In claim 25, line 2, "LAN" has been replaced by -- local area network (LAN) --.

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4. The following is an examiner's statement of reasons for allowance: applicant's argument (e.g., see pages 6-10 of Remarks, filed April 12, 2006) that the prior art of record does not teach the particular claimed invention comprising conversion of SIP routing requests into non-SIP routing requests understood by the CTI server, and performed *at* the communication call center (as opposed to SIP conversion taking place at the client module) is persuasive. Accordingly, independent claims 16 and 22 are allowed for the above-mentioned reason.

Claims 17-21 and 23-27 depend upon claims 16 and 22, respectively, and are therefore allowed for the same reasons as discussed above regarding claims 16 and 22.

Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."

Conclusion

5. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Justin M. Philpott whose telephone number is 571.272.3162. The examiner can normally be reached on M-F, 9:00am-5:00pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Chi Pham can be reached on 571.272.3179. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

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Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Justin M Philpott

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